

**CALIFORNIA DEPARTMENT OF SOCIAL SERVICES  
ADULT PROGRAMS BRANCH  
LITIGATION AND APPEALS BUREAU**

**ASSOCIATE GOVERNMENTAL PROGRAM ANALYST**

**DUTY STATEMENT**

Under the direction of the Conlan v. Shewry Unit Manager, Staff Services Manager I (SSM I), the Associate Governmental Program Analyst (AGPA) performs the staff work associated with the implementation of the Conlan v. Shewry court case. The AGPA analyzes and adjudicates claims, communicates with claimants verbally and in writing, attends state hearings and prepares a variety of written documents. The Conlan II Unit is the central processing point for claims filed by clients in the 58 counties relating to the Conlan v. Shewry court settlement.

**Specific Job Assignments**

**55% Claims Analysis**

- a. Reviewing and analyzing claims for reimbursement of Medi-Cal services paid by In-Home Supportive Services (IHSS) Program recipients
- b. Analyzing Conlan II claims packets for completeness
- c. Notifying the Department of Health Care Services regarding missing information
- d. Sending letters to recipients
- e. Researching recipient and provider history in multiple databases, including Case Management Information and Payrolling System and Medi-Cal Eligibility Determination Systems
- f. Contacting the recipient and/or provider for additional information
- g. Evaluating various documents supporting each claim
- h. Communicating with recipients verbally and in writing
- i. Calculating payment rates
- j. Analyzing all data
- k. Responding to calls received on the Conlan II telephone line
- l. Recommending appropriate claims disposition
- m. Preparing Position Statements for appealed claims
- n. Attending State Hearings

**40% Policy and Procedure Development**

- a. Developing Budget Change Proposals and other fiscal documents
- b. On-going development of claims processing procedures manual
- c. Identifying and analyzing issues which arise during adjudication of claims
- d. Discussing proposed action with Conlan Unit Manager

**5%    Other Duties as Assigned**

**Supervision Received**

The AGPA receives direction from and reports directly to the Conlan v. Shewry Unit Manager. The AGPA is required to utilize initiative and resourcefulness in completing assignments.

**Administrative Responsibility**

None

**Personal Contacts**

The AGPA will have contact with Departmental employees, representatives from county governmental agencies, claimants, legislative and legal staff.

**Actions and Consequences**

The AGPA adjudicates the Conlan v. Shewry claims and identifies errors/problems relative to compliance with court mandates. Therefore, good judgment in making recommendations is critical in order to achieve the following:

- Meeting the responsibility to evaluate and maximize the effectiveness of the Conlan v. Shewry claims process.
- Having accurate and consistent information on which to base findings of statewide compliance with the court mandates.
- Meeting claims adjudication timelines established by the court.

Failure to use good judgment in researching and handling sensitive and confidential material and in imparting information could result in misspent program dollars, litigation against the Department, or information being released to unauthorized persons in violation of state and federal law and/or the deprivation of rights and services to IHSS clients.

**Other Information**

The AGPA must have good interpersonal communication skills and be able to work well under pressure. Some local travel may be required on rare occasions.